

Developing Emotional Intelligence for Success

Note-Taking Handout



Developing Emotional Intelligence for Success

Magellan Health Services Customer Training
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Learning Objectives

1. State the importance of emotional intelligence in the workplace.
2. Explain how the brain can hijack our emotions.
3. Utilize tools to manage your emotions.
4. Use effective strategies to respond to emotional behavior of co-workers.
5. Handle "emotionally charged" situations better.



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Emotional Intelligence (EI)

- What is emotional intelligence?
- Importance of EI at work and home
- Organizations improve performance with EQ
- EQ + IQ = Success

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Emotional Intelligence: What is it?

The ability to...

- Recognize feelings
- Manage our emotions
- Recognize the feelings of others
- Balance feeling and thinking

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Importance of EI at Home and Work

Can you sense and recognize feelings ?

- Your own
- Family members
- Co-workers
- Managers/Supervisors
- Customers

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Organizations Link EI with Performance

Awareness and understanding of emotions leads to ...

- Improved individual performance
- Greater collaboration with others
- Improved customer interactions
- Managers/Supervisors who are successful

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EQ + IQ = Success

- IQ test looks at cognitive intelligence
- EQ looks at emotional intelligence

The ability to cope with daily situations and get along in the world includes both your cognitive and emotional intelligence.

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Brain Science and Intelligence

- New brain research and emotions
- Brain centers for thinking and emotion
- Effects of emotional brain on behavior
- Brain hijacking
- Battle of emotional brain and thinking brain

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Cerebral Functions - Thinking and Feeling



Differences In Cerebral Functions

- Cognitive Abilities
Neocortex – Thinking Brain
- Emotional Competencies
Amygdala

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Effects of an Amygdala Attack

- Stops cognitive thinking
- Impulsive feelings override rationality
- Experience worry, anxiety, panic, frustration, anger
- Triggers knee-jerk reactions
- “Fly off the handle”

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Amygdala Attack Triggers

What are they?

- Perception that something will hurt you
- Intense emotional reactions and over reactions
- Past hurts that resurface
- Extreme dislikes

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Five Challenging Emotions at Work

- Fear
- Anger
- Feeling “down”
- Guilt
- Insecurity

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Calm Down with Breathing Tools

- Shifts focus from outside to inside
- Controls stressful emotions and anxiety
- Increases energy and awareness
- Harmonizes nervous system
- Diverts attention to a safe place
- Centers the mind and quiets mental chatter

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Emotionally Intelligent Listening

- Are you a really good listener?
- Benefits of a profound listener
- Hearing versus listening
- Qualities of emotionally intelligent listening

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Guidelines for Listening

- Remain focused
- Observe non-verbal and verbal signals
- Maintain eye contact
- Paraphrase what is being said
- Be comfortable with silence

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Take Away ...

What is one change that you can make to help you balance the feeling and thinking part of your brain?

What is one change that you can make to improve your listening?

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Review

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Your Assistance Program

Call toll-free or visit us at
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24 hours a day/7 days a week

Thank you!



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